

Receptionist



Job Code: 1011
Grade: 116
Reports to: Administrative Support Supervisor
Salary Range: \$27,195 - \$41,070
FLSA Status: Non-Exempt

GENERAL STATEMENT OF DUTIES

Performs routine office work of ordinary difficulty providing assistance to the public and receiving and routing calls to the proper person or agency; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS

An employee in this classification performs routine office assistance. Work is performed under regular supervision.

ESSENTIAL FUNCTIONS

Answering multi-line telephone; routing calls; assisting the public; providing routine information; performing office assistance tasks.

EXAMPLES OF WORK

- Answers telephone and directs incoming calls to various staff, offices, or agencies.
- Provides voice mail options.
- Acts as receptionist, greets visitors and public and refers them to proper party or makes appointments.
- Provides general information regarding agency activities and functions to the public.
- Ensures office equipment is functioning properly.
- Maintains reservation book for meeting spaces.
- Assists with preparing large mailings.
- Types routine forms, charts, memoranda, and reports.
- Performs a variety of office assistance tasks when requested.
- Performs related tasks as required.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

General knowledge of standard office and receptionist procedures and the operation of the switchboard; general knowledge of the functions and activities of the agency; ability to speak clearly; ability to understand and follow written and oral directions; ability to operate standard office, word, and data entry equipment; ability to establish and maintain effective working relationships with associates and the general public.

MINIMUM EDUCATION AND EXPERIENCE

High School graduation, High School Equivalency Diploma, or G.E.D. Certificate. Six (6) months of experience in administrative support functions, preferably in a reception/greeting capacity, or any equivalent combination of education, training, and experience. Experience in the operation of a personal computer preferred.

WORK CONDITIONS

- Sedentary work requiring the exertion of up to 10 pounds of force occasionally, and a negligible amount of force frequently or constantly to move objects.
- Work requires reaching, standing, fingering, grasping and repetitive motions.

- Vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly, or quickly.
- Hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound.
- Visual acuity is required for preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities.
- The worker is not subject to adverse environmental conditions.

This is a class specification and not an individualized job description. A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification. The list of essential functions/examples of work, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

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